

Customer Level Services include a functionally complete set of services, which have value from a customer perspective. Integrated Services are packages combined from the Customers Level Services.

IN THE CLAIMS:

Please amend claims 1, 16, 18, 28, 32 and 33 as follows:

- B/
1. (Amended) A data processing apparatus for correlating network events among a number of client services comprising:
 - at least one computer comprising:
 - a memory having program instructions; and
 - a processor configured to use said program instructions to provide:
 - a network management service;
 - an event notification service;
 - a network mediation service adapted to:
 - receive a raw event from an external computer network; and
 - transmit said raw event to said event notification service;
 - a message parsing service adapted to:
 - receive a raw event from said event notification service;
 - parse said raw event; and
 - transmit said parsed event to said event notification service;
 - and

an event correlation service coupled to a knowledge database
comprising correlation knowledge, said event correlation service
adapted to:

receive said parsed event from said event notification
service;

utilize data stored in said knowledge database to derive an
event from said parsed event; and

transmit said derived event to one of a plurality of operator
workstations via said event notification service, regardless of a significance of said
derived event;

wherein said network mediation, message parsing, event
notification and network management services are coupled together via a plurality of
interfaces.

B2 16. (Amended) A method for correlating network event messages on a
computer network comprising a message parsing service, an event correlation service,
and a knowledge database coupled together via a plurality of interfaces, said method
comprising the steps of:

receiving a raw event at said message parsing service;

parsing said raw event by said message parsing service;

transmitting said parsed event to said event correlation service;

utilizing data stored in said knowledge database to derive an event from
said parsed event; and
transmitting said derived event to one of a plurality of operator
workstations, regardless of a significance of said derived event.

B3

18. (Amended) A method for correlating network event messages on a
computer network comprising a network mediation service, a message parsing service,
an event notification service, an event correlation service, and a knowledge database
coupled together via a plurality of interfaces, said method comprising the steps of:

receiving a raw event at said network mediation service from an external
computer network;

transmitting said raw event to said message parsing service;

parsing said raw event by said message parsing service;

transmitting said parsed event to said event correlation service;

utilizing data stored in said knowledge database to derive an event from
said parsed event; and

transmitting said derived event to one of a plurality of operator
workstations, regardless of a significance of said derived event.

B4

28. (Amended) A method for correlating network event messages on a
computer network comprising a network mediation service, a message parsing service,

an event notification service, and a network management service coupled together via a plurality of interfaces, said method comprising the steps of:

receiving a raw event at said network mediation service from an external computer network;

transmitting said raw event to said message parsing service;

parsing said raw event by said message parsing service;

transmitting said parsed event to said network management service, regardless of a significance of said parsed event.

B5 32. (Amended) A data processing apparatus for correlating network events among a number of client services comprising:

means for receiving a raw event at a message parsing service;

means for parsing said raw event by said message parsing service;

means for transmitting said parsed event to an event correlation service;

means for utilizing data stored in a knowledge database to derive an event from said parsed event; and

means for transmitting said derived event to one of a plurality of operator workstations, regardless of a significance of said derived event.

33. (Amended) A computer system for correlating network events among a number of client services comprising: